



Job Description

POST TITLE:	Reablement Registered Manager
DIRECTORATE:	Adults Health & Integration
SERVICE:	Provided Services
GRADE:	PO7
LOCATION:	Provided Services
RESPONSIBLE TO:	Deputy Head of Service
RESPONSIBLE FOR:	4 Team Leaders Deputise in the absence of other Registered Managers in the service, line managing up to 7 staff

PURPOSE OF THE JOB

The post holder will lead and manage the Reablement Service on behalf of Hackney Council, ensuring the delivery of high-quality, outcome-driven care. As this is a regulated service under the Care Quality Commission (CQC), the Registered Manager will act as the Registered Provider, responsible for ensuring full compliance with CQC standards. This includes preparing for and leading CQC inspections on behalf of the Council.

The role involves recruiting, training, and supporting Team Leaders to provide short-term, intensive support within Reablement Assessment Flats for vulnerable adults recovering from hospital discharge, illness, or other significant life events. The goal is to help individuals regain their independence and transition back to their usual living arrangements.

The Registered Manager will ensure that care delivery is person-centred and aligned with each individual's specific reablement objectives. Additionally, the post holder will oversee the service budget, ensuring effective allocation of resources and financial sustainability.

MAIN AREAS OF RESPONSIBILITY

The postholder will have lead responsibility and accountability for the following:

TEAM MANAGEMENT AND LEADERSHIP

- Manage and supervise the Reablement Service staff, ensuring effective support, supervision, appraisal, and guidance in line with Council policies.
- To act as the Registered Manager for Care Quality Commission purposes and take charge of the delivery of regulated and unregulated activities
- To be responsible for ensuring that all activity within the service is conducted within legislative, statutory, council, and directorate policies, procedures, best practice guidance, and directives.
- To embed a culture of partnership working and co-production with service users; their families and friends; and other professionals, actively gathering feedback and tracking changes to the service as a result of this.
- Recruit, induct, and develop staff to ensure efficient service delivery.
- Provide tailored training programs focused on reablement techniques and person-centered care.
- Implement performance reviews and manage staff professional development.
- Ensure the team delivers non-discriminatory services, fostering an inclusive environment that promotes equality of opportunity and collaborative working.
- Monitor and manage staff performance, including handling absence, conduct, and grievances, in line with Council procedures.
- Promote a culture of high performance and continuous improvement.

- Be available for on-call duties to support flexible care provision, especially for evening and weekend services.

SERVICE DELIVERY AND QUALITY ASSURANCE

- Ensure service compliance with CQC standards, leading on inspections and maintaining all necessary records.
- Stay updated with relevant legislation, statutory frameworks, and best practices to ensure high-quality service delivery.
- Ensure that reablement services are tailored to individual needs, promoting independence and supporting recovery goals.
- Oversee the timely delivery of care plans, ensuring progress is monitored and adjustments are made as required.
- Implement changes in service delivery methods as necessary to enhance outcomes.
- Lead service audits and quality improvement initiatives, responding to feedback and incidents promptly.
- Contribute to the development and implementation of policies and procedures to improve service delivery and meet Council objectives.

OPERATIONAL AND FINANCIAL MANAGEMENT

- Manage team expenditure and allocate resources within agreed budget limits.
- Report any significant overspends or underspends to senior management, ensuring financial sustainability.
- Ensure effective use of staff and financial resources to meet service demand efficiently.
- Provide regular, detailed reports on service performance and outcomes to senior managers.
- Maintain accurate records and data to inform decision-making and service planning.

STAKEHOLDER ENGAGEMENT AND PARTNERSHIP WORKING

- Develop cooperative relationships with other teams, ensuring efficient handling of projects affecting multiple services.
- Work closely with health, social care, and community partners to ensure seamless care delivery.

- Communicate effectively with internal and external stakeholders to ensure clarity in service delivery and expectations.
- Actively promote the Reablement Service within the Council and externally, projecting professionalism and service excellence.

SERVICE USER FOCUS AND TRANSITION MANAGEMENT

- Ensure that all care is tailored to the needs and goals of individual service users, promoting independence and well-being.
- Lead on developing pathways and working protocols to ensure smooth transitions for individuals from hospital to home or between care services.
- Foster strong relationships with service users and their families, involving them in care planning and service reviews.

PROFESSIONAL CONDUCT AND CORPORATE RESPONSIBILITIES

- Uphold and promote the Council's core values of public service, quality, equality, and empowerment.
- Demonstrate high professional standards and ethical conduct, serving as a role model for staff and external stakeholders.
- Champion diversity and challenge discrimination in all forms, ensuring equitable service delivery for all groups.

DELEGATION AND ACCOUNTABILITIES

- Accountable to the Service Manager/Head of Service.
- Perform other reasonable duties as required by senior management, including occasional travel and work outside normal office hours.

OTHER DUTIES

- The above is only an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.
- To work across Provided Services with other Registered managers to respond to incidents and safeguarding and to provide general leadership to a large and diverse staff team and service users.
- To supervise additional staff in the absence of other Registered managers

- The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the Department and the Organisation.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Person Specification

QUALIFICATIONS

- NVQ Level 5 or equivalent Management degree qualification in Health and Social Care.
- A Current Enhanced DBS.

SKILLS & ABILITIES

The post holder will have the skills and ability to:

- Have substantial post qualification (full time or equivalent) experience in a statutory agency.
- Be able to supervise and develop staff using a variety of methods.
- Be able to allocate work and monitor progress, quality, standards and outcomes of work.
- Be able to set priorities, manage the progress of your own and others work and comparing demands.
- Be able to communicate effectively verbally and in writing, with colleagues, other agencies and clients.
- Be able to develop skills and change working methods to adapt to new situations.
- Able to communicate effectively in writing or verbally. Ability to produce reports to deadlines.
- Capacity to establish and maintain effective communication and working relationships across partners, teams, external agencies and providers.
- Ability to develop working partnerships with various bodies which contribute to improved outcomes for service users.
- Able to demonstrate excellent negotiating and listening skills.
- Ability to present complex information sensitively and match to the needs of the

audience.

- Ability to prioritise work, delegate tasks appropriately and ensure that work is delivered to a high standard.
- Ability to carry out work under own initiative, in an organised fashion and manage own workload and that of the team.
- Ability to work in partnership with others.
- Ability to manage competing demands and work on a number of key areas simultaneously and meet deadlines including project work.
- Ability to acquire new skills and demonstrate a strong commitment to learning/continuous professional development for self and others.
- Able to make decisions that demonstrate commitment to the Council's vision for a better Hackney.
- Takes into account others' views and harnesses the benefits of having a diverse workforce.

KNOWLEDGE

The post holder will also have a good working knowledge of:

- Robust knowledge of the key principles of the Care Act.
- Knowledge of working with the Care Quality Commission regulations and standards.
- Understand principles and practice of relevant legislation.
- Understand statutory policy and procedures for service users.
- Understand and be able to implement policy and procedures of the London Borough of Hackney.
- An in-depth understanding of relevant Adult Social Care legislation.
- Knowledge of current best practice in public and community health and preventative services.
- Good understanding of the needs of people with learning disabilities and the impact this has on their ability to communicate and function.

- In-depth knowledge of the needs of older people, those with dementia, those with physical disabilities, and those with mental health support needs and experience of working in a manner that meets these needs in ways that are culturally appropriate and empowering.
- Applied understanding of the national and local political arena, relating to the relevant user groups, and an appreciation of the political environment in which the services operate.
- Working knowledge of administrative and contact management systems and a wide range of typical IT tools including client database, word processing, email and spreadsheet applications.
- Understands political drivers and the role of members.

EXPERIENCE

The post holder will have experience of:

- Experience of working within a Reablement setting.
- Experience in management in a Social Care setting registered with the Care Quality Commission
- Experience and confidence with using IT systems including word processing, spreadsheets, databases, electronic filing systems
- Experience in improving the quality of service provision
- Experience of managing or developing Reablement services.
- Experience of working in a health and social care environment.
- Have experience of managing and supervising staff in paid or unpaid capacity.
- Experience of ways of promoting and working in anti-discriminatory practice.
- Experience of setting targets and delegating tasks.
- Experience of monitoring performance and suggesting new ways of doing things.
- Proven experience of focusing on what is important and making decisions based on available information.
- Experience of working in teams that takes account of the needs of diverse stakeholder groups.

- Experience in managing employee issues about recruitment, sickness, conduct, development, and performance

Circumstances

- It is expected that the post-holder will work flexibly and undertake a range of duties that are within the scope of the post and competencies of the post-holder.
- The post-holder will be required to take part in a backup on-call rota and some evening/weekend working may be required.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.